

MARYLAND HEALTH CARE COMMISSION

BID BOARD NOTICE

Procurement ID Number: MHCC 11-010

Issue Date: June 14, 2010

Title: Maryland Medical Assistance Program Health Information Technology Planning – An Assessment of Electronic Health Record (EHR) Adoption by HITECH Eligible Providers and Medicaid Primary Care Providers

I. Purpose

The Maryland Health Care Commission (MHCC) intends to select a contractor on a time and materials basis to complete an environmental scan of electronic health record (EHR) adoption among Eligible Providers (EP) outlined in the HITECH Act, the Notice of Proposed Rule Making, and the Final Rule (when available) and Maryland's Medical Assistance (Medicaid) program primary care providers (providers). The environmental scan is intended to determine the providers' level of readiness to meet the *meaningful use* requirements as outlined in the *Medicare and Medicaid Programs; Electronic Health Record Incentive Program; Proposed Rule* or the Final Rule once available. Among other things, the environmental scan will identify what providers report they need from Medicaid to support EHR adoption, the types of EHR functionalities they are most interested in, and the preferred mode of communication in which they would like to be outreached to learn more about or participate in the incentive program. The contractor is expected to gain an understanding of the leading barriers that exist among these providers (both those barriers common among all providers and those unique to provider groups) from a clinical and operational perspective that have not adopted an EHR. The contractor should also provide recommendations for mitigating these barriers. As part of the work, the contractor needs to identify the anticipated timeframe for EHR adoption among these providers that do not have an EHR. The MHCC and the Maryland Department of Health and Mental Hygiene will provide the contractor with a list of providers eligible to participate in the environmental scan.

II. Requirements

The contractor will be required to perform an environmental scan of Maryland Medicaid primary care and EP providers that can be administered through focus group discussions. The contractor is expected to develop a detailed report from the focus group discussions. Responders must include a comprehensive work plan in their response and may suggest an alternative approach to completing the work. Required elements for the environmental scan include:

- The anticipated timeframe for EHR adoption by providers that do not have an EHR;

- Current capability of providers to electronically register to enroll in the incentive program;
- The anticipated problems with verifying and establishing provider qualification for the incentive program and the three stages of meaningful use outlined in the proposed/final rule;
- The percentage of providers who have adopted a certified EHR and the level of EHR functionality used to date;
- Satisfaction levels with the EHR systems that are in use;
- What effect, if any, the EHR has had on the quality of long term and preventive health care delivered to Medicaid recipients;
- The challenges to implementing and utilizing EHRs in general, and how these challenges apply to Medicaid recipients specifically;
- The level, extent, and foreseeable benefit of communication with other health care professionals via the EHR;
- The share of medications that are electronically prescribed for Medicaid recipients;
- The level of provider readiness to meet the *meaningful use* criteria (proposed/final);
- The percentage of providers that are likely to seek the *American Recovery and Reinvestment Act of 2009* (ARRA) Medicaid incentives;
- What providers need in general, and from Medicaid specifically, to become *meaningful users* (including all three stages) of EHRs; and
- Recommendations to improve Medicaid reporting through EHRs.

Focus Group Location and Attendance

At least one meeting must occur in Western Maryland (including Allegany, Fredrick, Garrett and Washington counties); Central Maryland (including Anne Arundel, Baltimore, Calvert, Carroll, Charles, Harford, Howard, Montgomery, Prince George's, St. Mary's counties, and Baltimore City); and on the Eastern Shore (including Anne Arundel, Caroline, Cecil, Dorchester, Kent, Queen Ann's, Somerset, Talbot, Wicomico, and Worcester counties). Each focus group discussion must have a minimum of 15 providers from the list of eligible providers in attendance. These providers must have a practice within the region that the focus group meeting is held. Physician assistants, nurse practitioners, or practice administrative staff who are specifically identified by the provider as having knowledge of EHR adoption issues related to the practice may be substituted for that provider's attendance. At least one representative from Medicaid and the MHCC must also be present at each of the focus groups. A detailed record of those in attendance at each focus group meeting must be included in the final assessment. This record will include: the address of the meeting; the date of the meeting, the first and last name of the provider; the provider's national provider identifier (NPI) number; the name, address, and phone number of the provider's practice; the first and last name of the provider's substitute (if applicable); and the attendees signature.

The contractor has some latitude in choosing how to carry out the contract responsibilities and to make suggestions that will improve upon the project scope. Potential contractors must specify their general approach in their response to this Bid Board Notice. If a bidder proposes to subcontract tasks, such as information gathering, analysis, and document development, the

contractor must clearly identify and provide a detailed description of how any subcontractor(s) will carry out its assigned tasks. The contractor must have familiarity with the health care stakeholders in Maryland. **The MHCC must approve all activities specific to each task prior to performance of the work, and approve all deliverables before the deliverable will be considered complete.**

Contract Deliverables & Due Dates

Key Deliverables	Due Date
Submit bi-weekly status reports on activities of the contractor.	Ongoing
Participate in bi-weekly status meetings (in-person or telephone conference call) with the MHCC.	Ongoing
Provide the MHCC with a draft document outlining the work that the contractor proposes to complete for the environmental scan.	7/1/2010
Provide the MHCC with a final document outlining the work that the contractor proposes to complete for the environmental scan.	7/6/2010
Administer/conduct the environmental scan.	7/15/2010
Provide the MHCC with a draft of the environmental scan.	9/1/2010
Provide the MHCC with a final of the environmental scan	9/15/2010
Provide the MHCC with a draft of the Assessment	10/1/2010
Provide the MHCC with the final Assessment.	11/1/2010

Note: Contract deliverables and due dates should be considered tentative; therefore, contract deliverables and due dates are subject to change at the discretion of the MHCC.

Staffing Requirements

The contractor may propose to augment or revise the following list of required personnel. The contractor must demonstrate how its proposed staffing model will complete the tasks in a timely manner. Proposals must include an hourly rate for the work to be performed, and an estimate of the total number of hours required to complete each task.

Staffing Design

Labor Categories	Description
Project Director	A senior level individual that will coordinate all aspects of the work, take responsibility for meeting the schedule of deliverables, and ensure the delivery of high quality work products. (Writing sample required).
Project Manager	A management level individual with experience in managing workgroups who can ensure broad participation and facilitate discussion among all participants. (Writing sample required).
Policy Analyst	A technical expert with at least five years of health information technology and report writing experience. (Writing sample required).

REFERENCES

The contractor will be required as part of its proposal to include references for similar work it has performed in health information technology (HIT) activities and, if available, work performed specifically in Medicaid HIT.

TERM OF CONTRACT

The contract begins on **July 1, 2010** and ends on **November 1, 2010**. Contractor billing is required by the 15th of the month for the prior month and must include a description of the completed tasks in accordance with the Deliverable Schedule in Section II. All deliverables and work must be performed to the satisfaction of the MHCC for reimbursement approval.

ISSUING OFFICER

The Issuing Officer for this solicitation is Sharon Wiggins, Procurement Specialist, Maryland Health Care Commission, 4160 Patterson Avenue, Baltimore Maryland 21215.

SUBMISSION DEADLINE

In order to be eligible for consideration, an original proposal must be received by the Issuing Officer at the Commission office by **4:00 p.m. June 23, 2010**. **All bids must include Federal Tax Identification Numbers**. Vendors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Commission. Bids may also be submitted electronically to swiggins@mhcc.state.md.us by the specified date and time.

PROCUREMENT METHOD

The procurement method for this solicitation is a Small Procurement as described in the Code of Maryland Regulations (COMAR) 21.05.07. **The maximum award allowed under these regulations is \$25,000.**

REQUIRED DOCUMENTS

1. Please provide a brief (10 pages or less) description of your approach to completing the tasks, which is required within one week of contract award notification.
2. Please include individual resumes, writing samples, and references for each of the personnel who are to be assigned if your organization is awarded the contract. (Appendices are not included in the page count.) Subcontractors, if any, must be identified, and a detailed description of their contributing role relative to the requirements of the proposal should be included in the proposal. Each resume should include the amount of experience the individual has had relative to the work called for in this solicitation. Letters of intended commitment to work on the project from personnel should be included with the response.

TERMINATION CLAUSE

The State may terminate this contract at any time and for any reason. Bidders must acknowledge this statement in their response to this Bid Board Notice.

**MINORITY BUSINESS ENTERPRISES AND SMALL BUSINESSES
ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION**